Oodles and More Pty Ltd
Grooming & Doggy Daycare Terms and Conditions

Oodles and More Pty Ltd (trading as Oodles and More by Vivienne and Rupert) requests that all clients read, understand, and agree to the following Terms and Conditions prior to using any grooming or doggy daycare services.

By booking or accepting services with Oodles and More Pty Ltd, I acknowledge and agree to the following:

1. Client Information & Payment Authorisation
I consent to my credit card details and personal information being stored securely within Oodles and More Pty Ltd's system for as long as reasonably required. I authorise Oodles and More Pty Ltd to charge my card for services provided where payment has not been made in advance. All payments are non-refundable. Prices, promotions, discounts, and services may change without notice.

2. Bookings, Cancellations & Late Fees
Bookings must be cancelled or rescheduled by midnight the day prior or payment will be forfeited. Doggy daycare drop-off and pick-up times are strictly 6:30am–9:30am and 3:00pm–6:30pm. Late collection after 6:30pm will incur a $1 per minute fee.

3. Grooming Appointments & Time Estimates
Grooming times are estimates only and may vary depending on coat condition, behaviour, and welfare needs. Dogs may not be groomed in order of drop-off. Clients will be notified when grooming is complete.

4. Coat Condition, Matting & Grooming Outcomes
Matted coats may require shaving or clipping for the dog's comfort and safety. I acknowledge de-matting may cause skin irritation or reveal pre-existing conditions. No refunds are provided where humane decisions are made in the dog's best interest.

5. Health, Behaviour & Vaccinations
I confirm my dog is healthy, vaccinated (C5 or C3 plus Kennel Cough), parasite-protected, non-aggressive, and not a fence jumper. I agree to provide up-to-date vaccination certificates and disclose all relevant health or behavioural information.

6. Illness, Parasites & Behaviour Management
Despite vaccination, dogs may still contract illnesses. If my dog shows signs of illness, aggression, or parasites, I may be required to collect them immediately and no refunds will be provided.

7. Doggy Daycare Environment & Risk Acknowledgement
I understand daycare is an off-lead group environment and accept the risk of minor injuries that may occur during normal play.

8. Rest, Enrichment & Feeding
I consent to rest periods and enrichment activities. I agree to advise of any allergies and accept responsibility for reactions.

9. Veterinary Care & Emergencies
I authorise emergency veterinary care if required and accept full financial responsibility for any costs incurred.

10. Liability, Indemnity & Responsibility
I accept responsibility for harm caused by my dog and agree to indemnify and hold harmless Oodles and More Pty Ltd from all claims, losses, and expenses.

11. Media & Marketing Consent
I grant permission for photos and videos of my dog to be used for marketing and promotional purposes and consent to receiving marketing communications.

12. Right to Refuse or Withdraw Service
Oodles and More Pty Ltd reserves the right to refuse or withdraw service at its discretion.

13. Amendments
These Terms and Conditions may be updated at any time without notice. Continued use of services constitutes acceptance.

Acceptance
By booking or accepting services with Oodles and More Pty Ltd, I confirm that I have read, understood, and agree to these Terms and Conditions.